

Brionna Smith

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Professional Summary

Dependable and motivated professional with 6+ years of experience in healthcare, supervision, and customer service. Proven ability to remain calm in high-stress situations, respond to emergencies, and work with vulnerable populations. Strong communication, documentation, and de-escalation skills with a demonstrated commitment to integrity and accountability.

Professional Experience

Owner / Operator – Northern Belle Cleaning Services (2026–Present)

Operate and manage a residential cleaning business. Handle client relations, scheduling, payments, and service delivery while maintaining high standards of professionalism and reliability.

Group Home Supervisor – Towards Independence (Feb 2025–May 2025)

Supervised residential home operations, administered medications, coordinated appointments, managed records, developed staff schedules, and ensured compliance with safety standards.

Home Care Aide – Calming Angels LLC (2023–2024)

Provided in-home dementia care, utilized de-escalation techniques, assisted with daily living activities, and communicated effectively with families.

Hotel Assistant Manager / Inspector (2023)

Managed hotel operations, supervised staff, conducted inspections, handled guest concerns, and maintained operational records.

CNA / Unit Clerk – Munson Medical Center (Jan 2022–Sept 2022)

Worked in Cardiac and ICU units providing patient care, monitoring safety, assisting with procedures, and maintaining accurate documentation.

Server – Olga's Kitchen (2019–2020)

Provided customer service, handled transactions, and resolved issues in a fast-paced environment.

Hospice Aide (2017–2019)

Delivered compassionate end-of-life care, assisted with hygiene, mobility, and emotional support.

Family Caregiver (2017–2019)

Provided medical care for family members including feeding tube and tracheostomy care, medication assistance, and daily support.

Education

High School Diploma – Anchor Bay High School

Certifications & Licenses

Certified Nursing Assistant (CNA) – Previously Licensed

CPR / BLS – Previously Certified

Driver's License – Valid

Key Skills

Crisis Response | De-escalation | Communication | Documentation | Leadership | Medication Administration | Public Safety Awareness | Accountability